

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2070	(@ad<"20010507" and (customer adj relation\$4 adj manag\$5) or crm or (sale adj force adj automat\$3) or sfa) and (alter\$3 or notif\$7)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/12 10:42
L2	745	(@ad<"20010507" and ((customer adj relation\$4 adj manag\$5) or crm or (sale adj force adj automat\$3) or sfa) and (alter\$3 or notif\$7))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/12 10:43
L3	28	(@ad<"20010507" and ((customer adj relation\$4 adj manag\$5) or crm or (sale adj force adj automat\$3) or sfa) with (alter\$3 or notif\$7))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/12 10:43
S11	4535	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 10:37
S12	4860	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:07
S13	4859	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) same (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:08

S14	4857	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near20 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:08
S15	4857	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near10 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:09
S16	4857	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near10 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with notifi\$6 near2 (item or product)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:10
S17	4857	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) near10 (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with (notifi\$6 near2 (item or product))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:10
S18	6907	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 06:53

S19	0	S18 and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper) with (notifi\$6 near2 (item or product))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/06/12 13:11
S20	0	S18 and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper) near20 (notifi\$6 near2 (item or product))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/06/12 13:11
S21	0	S18 and (monitor\$3 near3 (customer or consumer or buyer or purchaser or procurer or shopper) with (notifi\$6 near2 (item or product))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:12
S22	0	S18 and (monitor\$3 near3 (customer or consumer or buyer or purchaser or procurer or shopper) near20 (notifi\$6 near2 (item or product))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:12
S23	0	S18 and (monitor\$3 near3 (customer or consumer or buyer or purchaser or procurer or shopper) same (notifi\$6 near2 (item or product))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:14
S24	6918	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b or brows\$3) and (call near1 center) or crm or "customer resource management" or (customer adj support)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:13
S25	0	S22 and S24	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/06/12 13:13
S26	7	S18 and (monitor\$3 near2 (customer or consumer or buyer or purchaser or procurer or shopper) with notifi\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 06:55
S27	21	S18 and ((monitor\$3 or brows\$3) near2 (customer or consumer or buyer or purchaser or procurer or shopper) with notifi\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:17
S28	23	("6094673").URPN.	USPAT	OR	OFF	2005/06/12 13:19

S29	10	S18 and ((monitor\$3 or trigger) near2 (customer or consumer or buyer or purchaser or procurer or shopper)) with notif\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:31
S30	4537	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support) and (monitor\$3 near1 (customer or consumer or buyer or purchaser or procurer or shopper)) with (select\$3 or click\$3 or purchas\$3 or buy\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/06/12 13:35
S31	169	S30 and notif\$6 with (agent or salesperson or salesman)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:36
S32	107	S30 and notif\$6 near2 (agent or (sales adj support))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:37
S33	107	S30 and notif\$6 near2 agent	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/12 13:37
S34	6948	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 06:54
S35	6948	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and (call near1 center) or crm or "customer resource management" or (customer adj support)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 07:55

S36	22	S35 and ((monitor\$3 or alert\$3) near2 (customer or consumer or buyer or purchaser or procurer or shopper)) with (interaction or brows\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 07:23
S37	24	S35 and ((monitor\$3 or alert\$3 or notifi\$6) near2 (customer or consumer or buyer or purchaser or procurer or shopper)) with (interaction or brows\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 07:24
S38	3	S35 and (notifi\$6 near2 (customer or consumer or buyer or purchaser or procurer or shopper)) with (interaction or brows\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 07:27
S39	2	S35 and (notifi\$6 near2 (interaction or brows\$3)) with (customer or consumer or buyer or purchaser or procurer or shopper)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 07:37
S40	4	S35 and ((notifi\$6 or alert\$3) near2 (interaction or brows\$3)) with (customer or consumer or buyer or purchaser or procurer or shopper)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 07:48
S41	10	"5828837".pn. "6173310".pn. "6154766".pn. "6151601".pn. "6067525".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/06/17 07:49
S42	18	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b) and ((notifi\$6 or alert\$3) near2 (customer or consumer or buyer or purchaser or procurer or shopper)) with (interaction or brows\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 07:57
S43	2875	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b or vortal) and ((call near1 center) or crm or "customer resource management" or (customer adj support) or sfa or "sale force automat\$4" or (sale adj support\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/09 12:33

S44	0	S43 and (monitor\$ or observ\$3) with ((consumer or customer or buyer or shopper or purchaser or procurer) near3 comunicat\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 12:03
S45	37	S43 and (monitor\$ or observ\$3 or notificat\$4) with ((consumer or customer or buyer or shopper or purchaser or procurer) near3 (comunicat\$4 or brows\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 12:34
S46	18	("5806043").URPN.	USPAT	OR	OFF	2005/09/09 12:24
S47	427598	(@ad<"20010507").ad. and (online or (on adj line) or ecommerce or (e adj commerce) or ebusiness or internet or web or portal or b2c or b2b or vortal)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/09 12:34
S48	0	S47 and S44	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 12:34
S49	0	S44 and S47	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 12:34
S50	37	S45 and S47	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 12:34
S51	66	S47 and (monitor\$ or observ\$3 or notificat\$4) with ((consumer or customer or buyer or shopper or purchaser or procurer) near3 (comunicat\$4 or brows\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 12:35
S52	37	S51 and (((sale or customer) adj support) or (call adj center) or crm or (customer adj (resource or respons\$3) adj manag\$5) or (sale adj force adj automat\$3) or sfa)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/09 12:40